



STATE OF NORTH CAROLINA  
DEPARTMENT OF TRANSPORTATION

PAT MCCRORY  
GOVERNOR

ANTHONY J. TATA  
SECRETARY

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**NCDMV Launches Expanded Service Hours  
to Improve Customer Service, Reduce Wait Times**  
*Roll out starts March 2 at three driver license offices*

**RALEIGH** – In an effort to improve customer service and reduce wait times for North Carolina drivers, the N.C. Division of Motor Vehicles will begin phasing in expanded hours, including Saturday hours, at driver license offices across the state. The new schedules start Saturday, March 2, in Greenville, North Raleigh and West Charlotte and are part of the first phase of a statewide rollout.

“By offering services outside of normal business hours, we are giving our customers more flexibility to conduct driver license business when it’s most convenient for them,” said [N.C. Department of Transportation](#) Secretary Tony Tata. “Gov. McCrory directed us to be more customer-focused and this is a big first step in those efforts.”

The first driver license offices to offer the expanded hours are:

**Greenville (27834)**  
3400 S. Memorial Dr., Suite 9  
Carolina East Center  
(252) 830-3456

**North Raleigh (27615)**  
2431 Spring Forest Road, Suite 101  
Spring Forest Pavilion  
(919) 855-6877

**West Charlotte (28216)**  
6016 Brookshire Blvd.  
(704) 392-3266

The offices will be open Saturdays from 8 a.m. to Noon. Most driver license services, including road tests, will be offered during this time, with the exception of CDL skills tests, medical re-exams and motorcycle skills tests. Starting Monday, March 4, these

offices will be open for extended hours, from 8 a.m.- 6 p.m. Testing services will be available until 5:30 p.m., but regular road tests will not be administered during rush hour.

“Our license examiners are looking forward to expanding service to our customers,” said DMV Commissioner James L. Forte. “We hope citizens find these new hours convenient and helpful.”

Over the coming months, DMV will announce the participation of additional offices offering extended hours. The next phase will begin with Saturday hours on April 6 at the South Durham, South Fayetteville and North Charlotte offices.

Each phase of the roll out will be evaluated to determine when to implement extended hours statewide. At this time, no new staff is being added. Existing staff schedules will rotate to cover the additional hours.

The collaboration of many units across NCDOT are making the extended hours possible, including DMV driver license examiners and office staff; NCDOT and DMV information technology groups; DMV phone staff and call center support groups; and field and district supervisory staff.

**\*\*\*NCDOT\*\*\***